

MY CARE PLUS

Introducing a New Convenient Way to Connect

My Care Plus is a feature from Virginia Cancer Specialists (VCS) that allows you to securely communicate with your VCS care team!

Use My Care Plus for non-urgent matters such as:

- Scheduling and cancelling appointments
- Questions about lab reports
- Preparing for a test
- Non-urgent questions about your medications

Note: Patients can send and receive attachments (from and to VCS staff).

To use My Care Plus complete these steps:

1. Stop by the front desk at your next appointment and ask for a consent form.
2. Complete the form and give it back to the front desk staff. The staff will enroll you in the program and you will receive an email invitation within 24 hours.
3. You are ready to start communicating!

You will still have your MyChart/Epic account but your VCS information will only be available on My Care Plus.

The back of this sheet includes step-by-step instructions on how to use My Care Plus.



Virginia Cancer
Specialists



The US Oncology
Network

www.MyCarePlusOnline.com

MY CARE PLUS INSTRUCTIONS

To send and receive messages through the Message Center:

1. Log in to My Care Plus www.MyCarePlusOnline.com
2. Click the **Message Center** link.

To send a message:

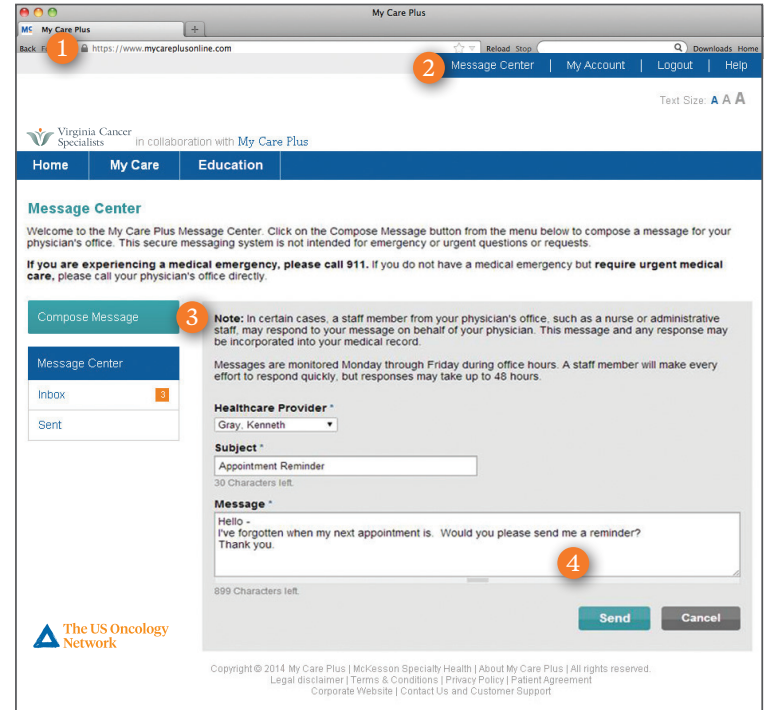
1. Click **Compose Message** from the menu.
2. Select your doctor, type in the subject and message, then click **Send**.

To see and reply to your received messages:

1. Click the **Inbox** link.
2. Click anywhere on the message to open and read.
3. To reply to a message, click **Reply Message** box at the bottom, type your message, and click **Reply**.

If you have questions regarding enrollment in My Care Plus, please contact your VCS doctor's office.

If you need help using the Message Center, please contact My Care Plus Support by email at Support@MyCarePlusOnline.com or call **855.887.6788**.



- Your care team will make every attempt to respond to your messages quickly, but some responses may take up to 48 hours.
- A staff member, such as a nurse or administrative staff, may respond to your message on behalf of your doctor.
- **Do not use the Message Center for emergencies.**

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